

# DTS Enterprise Incident Report August 2011

As of 9/6/2011

## Agriculture and Food

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

| Customer Company       | Low | FCR Total |
|------------------------|-----|-----------|
| Agriculture and Food   | 48  | 48        |
|                        | 40  | 40        |
| Customer Company Total | 48  | 48        |
|                        | 40  | 40        |

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

| Customer Company       | Low     | MIR Total |
|------------------------|---------|-----------|
| Agriculture and Food   | 48<br>2 | 48<br>2   |
| Customer Company Total | 48<br>2 | 48<br>2   |

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents  
Bottom Number -Average time in hours

| Customer Company       | Low        | ATTIR Total |
|------------------------|------------|-------------|
| Agriculture and Food   | 48<br>0.17 | 48<br>0.17  |
| Customer Company Total | 48<br>0.17 | 48<br>0.17  |

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

| Customer Company       | Low     | MR Total |
|------------------------|---------|----------|
| Agriculture and Food   | 48<br>3 | 48<br>3  |
| Customer Company Total | 48<br>3 | 48<br>3  |

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

| Customer Company       | Low        | ATTR Total |
|------------------------|------------|------------|
| Agriculture and Food   | 48<br>2.19 | 48<br>2.19 |
| Customer Company Total | 48<br>2.19 | 48<br>2.19 |

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### Detail

|                        |                               |                |                      |                                  |        |                 |            |
|------------------------|-------------------------------|----------------|----------------------|----------------------------------|--------|-----------------|------------|
| <b>INC000000338958</b> | Stephen Ogilvie               | Mobile Devices | Error                | Ipads                            |        | TIR Missed: Yes | TIR: 1.31  |
|                        | Metro D Desktop Support       | Paul Gedge     | Agriculture and Food | Low                              | Closed | TTR Missed: Yes | TTR: 72.71 |
| <b>INC000000354695</b> | Mark Martin                   | None           | None                 | None                             |        | TIR Missed: No  | TIR: 0.47  |
|                        | Metro D Desktop Support       | Eldon Jenson   | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.47  |
| <b>INC000000356581</b> | Mark Martin                   | Application    | Error                | Novell Client for 32-bit Windows |        | TIR Missed: No  | TIR: 0.83  |
|                        | Metro D Help Desk             | Doug Brown     | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.83  |
| <b>INC000000356590</b> | Trudy Casey                   | PC/Laptop      | Error                | None                             |        | TIR Missed: No  | TIR: 0.00  |
|                        | Metro D Help Desk             | John Robinson  | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.00  |
| <b>INC000000356601</b> | Mark Martin                   | Network        | Password             | Novell Client for 32-bit Windows |        | TIR Missed: No  | TIR: 0.00  |
|                        | Metro D Help Desk             | Doug Brown     | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.00  |
| <b>INC000000356883</b> | Bob Puck                      | Network        | Error                | None                             |        | TIR Missed: No  | TIR: 0.00  |
|                        | Rural Central Desktop Support | Jay Barfuss    | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.00  |
| <b>INC000000356894</b> | Sara Lealos                   | Application    | Error                | None                             |        | TIR Missed: No  | TIR: 0.00  |
|                        | Metro D Desktop Support       | Eldon Jenson   | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.09  |
| <b>INC000000357947</b> | Sara Lealos                   | PC/Laptop      | Password             | Microsoft Windows XP Professio   |        | TIR Missed: No  | TIR: 0.00  |
|                        | Metro D Desktop Support       | Jon Hager      | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.00  |
| <b>INC000000357955</b> | Seth Winterton                | Application    | Password             | PGP                              |        | TIR Missed: No  | TIR: 0.00  |
|                        | Metro D Desktop Support       | Jon Hager      | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.00  |
| <b>INC000000358015</b> | Sara Lealos                   | None           | None                 | None                             |        | TIR Missed: No  | TIR: 0.90  |
|                        | Metro D Desktop Support       | Jon Hager      | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.90  |
| <b>INC000000358018</b> | Sara Lealos                   | PC/Laptop      | Performance          | Microsoft Windows XP Professio   |        | TIR Missed: No  | TIR: 0.00  |
|                        | Metro D Desktop Support       | Jon Hager      | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.00  |
| <b>INC000000358033</b> | Shelly Jensen                 | PC/Laptop      | Hardware             | None                             |        | TIR Missed: No  | TIR: 0.00  |
|                        | Metro D Desktop Support       | Jon Hager      | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.00  |
| <b>INC000000358375</b> | Mark Martin                   | Application    | Error                | Novell GroupWise                 |        | TIR Missed: Yes | TIR: 2.31  |
|                        | Application Services          | Tony Larsen    | Agriculture and Food | Low                              | Closed | TTR Missed: Yes | TTR: 7.08  |
| <b>INC000000359498</b> | Bill Eccleston                | Network        | Incident             | None                             |        | TIR Missed: No  | TIR: 0.00  |
|                        | Metro D Desktop Support       | Jon Hager      | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.00  |
| <b>INC000000360812</b> | Terry Freeman                 | Network        | Password             | Novell ConsoleOne                |        | TIR Missed: No  | TIR: 0.00  |
|                        | Metro D Desktop Support       | Jon Hager      | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.00  |
| <b>INC000000360815</b> | Val Hermansen                 | PC/Laptop      | Hardware             | None                             |        | TIR Missed: No  | TIR: 0.00  |
|                        | Metro D Desktop Support       | Jon Hager      | Agriculture and Food | Low                              | Closed | TTR Missed: No  | TTR: 0.00  |

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|                        |  |                                  |                                     |  |        |                                  |              |      |
|------------------------|--|----------------------------------|-------------------------------------|--|--------|----------------------------------|--------------|------|
| <b>INC000000360820</b> | Cary Wise<br>Metro D Desktop Support         | Application<br>Jon Hager         | Password<br>Agriculture and Food    | PGP<br>Low                             | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000362185</b> | Carla Johnson<br>Help Desk                   | Application<br>Vicky Marrelli    | Password<br>Agriculture and Food    | Public Meeting / Notice Web Sit<br>Low | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000362353</b> | Stephen Ogilvie<br>Metro D Desktop Support   | Print/Copy/Scan/Fax<br>Jon Hager | Incident<br>Agriculture and Food    | None<br>Low                            | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000362366</b> | Virginia Sligting<br>Metro D Desktop Support | PC/Laptop<br>Jon Hager           | Hardware<br>Agriculture and Food    | None<br>Low                            | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000362576</b> | Taylor Payne<br>Metro D Desktop Support      | Application<br>Jon Hager         | Password<br>Agriculture and Food    | PGP<br>Low                             | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000362581</b> | Tom Tippets<br>Metro D Desktop Support       | Application<br>Jon Hager         | Password<br>Agriculture and Food    | Microsoft Windows 7<br>Low             | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000362588</b> | Scott Oldham<br>Metro D Desktop Support      | PC/Laptop<br>Jon Hager           | Virus<br>Agriculture and Food       | Symantec AntiVirus<br>Low              | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000363436</b> | Clint Burfitt<br>Metro D Desktop Support     | PC/Laptop<br>Jon Hager           | Performance<br>Agriculture and Food | Microsoft Windows XP Professio<br>Low  | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000363447</b> | Tom Tippets<br>Metro D Desktop Support       | Application<br>Jon Hager         | Password<br>Agriculture and Food    | Microsoft Windows 7<br>Low             | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.09 |
| <b>INC000000364518</b> | Jed Christenson<br>Metro D Desktop Support   | Network<br>Jon Hager             | Password<br>Agriculture and Food    | Novell ConsoleOne<br>Low               | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000364519</b> | Darrell F Cook<br>Metro D Desktop Support    | Network<br>Jon Hager             | Password<br>Agriculture and Food    | Utah Master Directory<br>Low           | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000365096</b> | David Bailey<br>Voice Operations             | Telecom<br>Romanza Hamblin       | Voice Mail<br>Agriculture and Food  | None<br>Low                            | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.19 |
| <b>INC000000365137</b> | Scott Oldham<br>Metro D Help Desk            | Gascard<br>Doug Brown            | None<br>Agriculture and Food        | Gascard<br>Low                         | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000365799</b> | Linda Lewis<br>Metro D Desktop Support       | Network<br>Jon Hager             | Password<br>Agriculture and Food    | Novell ConsoleOne<br>Low               | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000365824</b> | Karen Parkes<br>Metro D Desktop Support      | Network<br>Jon Hager             | Password<br>Agriculture and Food    | Novell ConsoleOne<br>Low               | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000366636</b> | Rhonda Overman<br>Metro D Desktop Support    | Application<br>Jon Hager         | Password<br>Agriculture and Food    | PGP<br>Low                             | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |
| <b>INC000000367189</b> | Dave Daniels<br>Metro D Desktop Support      | Application<br>Jon Hager         | Reporting<br>Agriculture and Food   | Novell GroupWise 32-bit Windo<br>Low   | Closed | TIR Missed: No<br>TTR Missed: No | TIR:<br>TTR: | 0.00 |

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|                        |   |                                     |                                    |   |          |                                   |              |              |
|------------------------|---|-------------------------------------|------------------------------------|---|----------|-----------------------------------|--------------|--------------|
| <b>INC000000367195</b> | Rhonda Overman<br>Metro D Desktop Support     | Application<br>Jon Hager            | Password<br>Agriculture and Food   | PGP<br>Low                              | Closed   | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.00<br>0.00 |
| <b>INC000000367995</b> | Shelly Jensen<br>Metro D Desktop Support      | Print/Copy/Scan/Fax<br>Eldon Jenson | Incident<br>Agriculture and Food   | None<br>Low                             | Closed   | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.13<br>4.59 |
| <b>INC000000368293</b> | William Robinson<br>Metro D Desktop Support   | Application<br>Eldon Jenson         | Reporting<br>Agriculture and Food  | Novell GroupWise<br>Low                 | Closed   | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.89<br>0.89 |
| <b>INC000000368720</b> | Blaine Thomsen<br>Application Services        | Application<br>Martin Gonzalez      | None<br>Agriculture and Food       | Novell GroupWise<br>Low                 | Resolved | TIR Missed: No<br>TTR Missed: Yes | TIR:<br>TTR: | 0.00<br>9.71 |
| <b>INC000000369776</b> | Linda Lewis<br>Help Desk                      | Application<br>Vicky Marrelli       | Error<br>Agriculture and Food      | Adobe Acrobat<br>Low                    | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.00<br>0.00 |
| <b>INC000000370273</b> | Duane Smith<br>Metro D Desktop Support        | Network<br>Eldon Jenson             | Password<br>Agriculture and Food   | Novell Client for 32-bit Windows<br>Low | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.80<br>0.80 |
| <b>INC000000370671</b> | Kathleen Mathews<br>Help Desk                 | Application<br>Vicky Marrelli       | Error<br>Agriculture and Food      | Novell Client for 32-bit Windows<br>Low | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.00<br>0.00 |
| <b>INC000000371599</b> | Carla Johnson<br>Voice Operations             | Telecom<br>Romanza Hamblin          | Voice Mail<br>Agriculture and Food | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.06<br>0.10 |
| <b>INC000000372617</b> | Drew Matthews<br>Metro D Help Desk            | None<br>Jed Patrick                 | None<br>Agriculture and Food       | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.00<br>0.00 |
| <b>INC000000372750</b> | Shelly Jensen<br>Metro D Desktop Support      | PC/Laptop<br>Jon Hager              | Hardware<br>Agriculture and Food   | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.00<br>0.00 |
| <b>INC000000372759</b> | Shelly Jensen<br>Metro D Desktop Support      | Print/Copy/Scan/Fax<br>Jon Hager    | Error Code<br>Agriculture and Food | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.00<br>0.00 |
| <b>INC000000372762</b> | Duane Smith<br>Metro D Desktop Support        | PC/Laptop<br>Jon Hager              | Password<br>Agriculture and Food   | None<br>Low                             | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.00<br>0.00 |
| <b>INC000000373331</b> | Sharon Simonson<br>Metro D Desktop Support    | Network<br>Jon Hager                | Password<br>Agriculture and Food   | Novell ConsoleOne<br>Low                | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.00<br>0.00 |
| <b>INC000000373343</b> | Michael Willardson<br>Metro D Desktop Support | Application<br>Jon Hager            | Password<br>Agriculture and Food   | PGP<br>Low                              | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.00<br>0.00 |
| <b>INC000000374201</b> | Drew Matthews<br>Metro D Desktop Support      | Application<br>Jon Hager            | Error<br>Agriculture and Food      | Microsoft Office Professional 20<br>Low | Resolved | TIR Missed: No<br>TTR Missed: No  | TIR:<br>TTR: | 0.00<br>0.00 |